

## **CITY OF ATLANTA GEORGIA CLASSIFICATION SPECIFICATION**

**Job Title: Police Communications Dispatcher**

**Date: 1995**

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### **Purpose of Job**

The purpose of this job is to perform radio communication dispatch and telecommunication duties for the Police Department.. Duties include, but are not limited to: communicating effectively with city and county police officers, units and EMS personnel and maintaining their status to ensure safety; answering multiple telephone lines and dispatching as required; handling emergency and fast-paced situations; providing the general public with information and assistance; and maintaining a variety of records, files and logs.

### **Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

#### **Productivity and Accountability:**

- Performs multiple tasks simultaneously; takes appropriate action when presented with a stressful life/death situation; remains calm under all circumstances.
- Monitors multiple radio frequencies while answering/handling phone calls or other radio frequencies.
- Answers multiple telephone lines; handles all 911 calls within the Atlanta Police Department jurisdiction or transfers the call to appropriate agency; handles other calls appropriately and updates call lists.
- Maintains field unit status at all times to ensure safety of the officers performing activities including working accidents, hazardous incidents, fire traffic control, pursuits, etc.
- Works assigned shifts.

#### **Communication:**

- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to calls; issues case numbers; notifies others, such as wreckers, cabs and utilities, when services are requested/required.

- Takes and relays messages to officers or other divisions such as the Atlanta Fire Department, Fulton County EMS, EPA/EPD, Red Cross, etc.
- Provides the general public with directions and referrals, answers to citizen complaints and concerns and any other information requested regarding the community or situation.
- Contacts various utility companies to resolve problems such as gas detection, power failures, etc.; contacts telephone companies for assistance in obtaining address of distressed callers.
- Notifies supervisor of critical situations and of problems with communications equipment.

**Administrative Duties:**

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for co-workers in temporary absence of same; performs flexible unit assignments as needed in emergency response; performs other administrative tasks as assigned.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and city operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.
- May perform general administrative duties as replenishing various forms, making copies, forwarding information to various departments, etc.

**Problem Identification and Solution:**

- Evaluates calls to determine signals and priorities.
- Determines correct location and which units to dispatch on calls; confirms field units are responding as requested and in a timely manner.
- Ascertains services required to handle incident including wrecker, ambulance, fire, etc.; dispatches as needed.

**Equipment Use and Maintenance:**

- Uses an operator's control console, automatic number and location identifier boxes and telephones when receiving emergency and non-emergency calls; operates call playback equipment recording all calls; may change recorder tape and clean the unit.
- Operates telecommunications device for the deaf and various radio devices for communications.

- Utilizes a computer, printer, etc., to enter, store and retrieve data, to type in/dispatch calls and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Operates a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports.

**Record Keeping and Documentation:**

- Completes police and EMS incident reports; prepares and files daily log books, lookout data, wrecker and accident logs, and other reports and documents as needed.
- Records all calls; logs and files all teletypes.
- Records information in a manpower log, dispatcher work schedule book and leave time log.

**Interpersonal Relations:**

- Assures suicidal callers and other distressed callers until officers' arrival to assist; calms caller and takes control of conversation.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

**Marginal Job Functions**

- Performs other related duties as required.

**Knowledge of Job**

Has general knowledge of dispatching and communication systems and local law enforcement practices, policies and procedures as necessary in the completion of daily responsibilities. Ability to hear and understand spoken messages received over the telephone and radio. Ability to speak with a clear well-modulate voice. Ability to learn lists of numbered codes and associated signals. Ability to learn the geographical areas of the City. Ability to learn to operate control console, visual display computers, terminal and radio communicating equipment.

Is able to effectively communicate and interact with supervisors, officers, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to use independent judgement and discretion in the handling of emergency situations, determining and deciding upon procedures to be implemented, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has general knowledge of the terminology, principles and methods utilized within the

department. Is able to read, understand and interpret reports and related materials and perform related work as required.

**Minimum Training and Experience Required to Perform Essential Job Functions**

High School diploma or GED required. related experience required. Must successfully pass a communication dispatcher performance test which includes the ability to receive, retain and process emergency information. Must pass a background investigation. Must meet the requirements of the Police Officer Standards and Training for a Communication Officer within six months of appointment. Must maintain certification of same will in this classification. Must be willing to perform shift work.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED  
TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

**DATA CONCEPTION:** Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability to communicate with people to convey or exchange professional information.

**LANGUAGE ABILITY:** Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

**INTELLIGENCE:** Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

**NUMERICAL APTITUDE:** May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape.

**MOTOR COORDINATION:** Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.